

# BEST PRACTICE CATALOG

Project Title: **PATIENT SATISFACTION AT TIME OF DISCHARGE SURVEY**

Function Category: ☐ PATIENT-FOCUSED ☒ ORGANIZATION ☐ STRUCTURES

Subcategory: **Improving Organization Performance** Heading: **Quality Improvement**

Key Word(s): **Patient Satisfaction Survey**

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**Purpose:** The purpose of this project is to learn from patients at the time of their discharge their opinion about the quality of care they believed they received while in the hospital. The data from this survey provides the hospital information that can better help the hospital maintain and improve on the quality of patient care. The information is disseminated to staff and management to benefit treatment focus, improve performance and to describe strengths and weaknesses.

**Brief Description:** The patient satisfaction survey was designed such that patients with minimal verbal skills could complete the questions. The survey has both English and Spanish versions. The survey asks the patients' opinion of their overall treatment they received in the hospital; how they rated the concern and attention of various staff members; how they rated their accommodations; how they felt at the time of discharge compared to when they entered the hospital; were they given an orientation and presented with their rights when they went to a new area or unit; were they given information on medication and mental health sources in community for help; and did they feel they were part of their treatment process.

**Selection Basis/Criteria:**

The following items are available regarding this Best Practice:

☐ Photographs ☐ Video Tape ☐ Drawings ☐ Manual

☐ Other : \_\_\_\_\_

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